

Abstract of the Disclosure

In a call-centre, external telephone calls from customers are distributed to terminals so that they can be answered by agents. The invention relates to a method for operating a call-centre, wherein an external call is initially connected to a free terminal. If an interruption in the conversation occurs, a message recorded by the agent is stored and the connection is allocated automatically. The call is transferred to a separate waiting line. The caller can initialise a new connection to a free terminal i.e. to the same terminal or to a different agent. During the new connection, the message belonging to the waiting connection is automatically played back, whereby the interrupted conversation with the client can be continued in a problem free manner. The inventive method increases the productivity of the call-centres without changing the high level of service.